

Product Order Form Instructions, Payment Options, Complimentary Data, Shipping Options, and Tracking Orders

1. **Product Order Form Instructions** - The Office of Statewide Health Planning and Development (OSHPD) product order form is now available on the OSHPD Web site for processing orders. Please select the following link to download the order form. Once you have completed the form you can e-mail to HIRCWeb@oshpd.ca.gov or fax to Healthcare Information Resource Center (HIRC) at (916) 324-9242. For mailing information or completing the form see instructions below:

Type or print your name, company name, mailing address, telephone number and e-mail address.

Indicate product name and the quantity desired. If you are requesting Public Inpatient Level Data, Emergency Department Data or Ambulatory Surgery Clinic Data, an [agreement form](#) will need to be completed and accompany the order form.

2. **Payment options** – Product orders can be paid by using **check** or **credit card**. For check payment, make check payable to: **Office of Statewide Health Planning and Development** or **OSHPD**. For credit card payment, please mark “Credit Card” under payment terms on the order form. Our customer service staff will contact you for account information. The office accepts Visa, MasterCard, Discover, and American Express. *(Please note: Order will not be shipped until check is received.)*

No Cash on Delivery (COD) available – Payment must be received in full prior to shipping.

3. **Complimentary Data** – If your organization is a Federal, State, City, or County government agency, nonprofit organizations with 501(c) (3) status, nonprofit educational institutions or public library may qualify for complimentary data.

Requests for complimentary data from **nonprofit 501(c) (3) organizations** must:

- Be submitted on official letterhead.
- Be signed by the director of the organization.
- Specifically identify the data product needed.
- State the anticipated use of the data.
- Include a copy of the official IRS document indicating the organization has a nonprofit 501(c) (3) status.

Requests for complimentary data from academic institutions must:

- Be submitted on official letterhead.

- Be signed by the chairperson of the department requesting the data.
- Specifically identify the data product needed.
- State the anticipated use of the data.

Please see the offices' [Pricing Policy](#) for more information.

4. Shipping Options:

- UPS Ground – Shipping costs and sales tax are included in the price.
- UPS Overnight /UPS Second-Day Air – If requested, customer will have to pay overnight fees with a credit card unless customer provides a UPS account number. We will then provide UPS with the information and UPS will bill you directly. We are unable to estimate shipping costs.
- Pick-Up – Must receive payment in full. Office location is: 818 K Street, Room 500, Sacramento, CA 95814

5. Tracking Orders:

- To track the status of orders, please call the office at (916) 322-2814.

6. Mailing Information:

Office of Statewide Health Planning and Development
Healthcare Information Resource Center (HIRC)
818 K Street, Room 500
Sacramento, CA 95814

For questions or further assistance, please call HIRC at (916) 322-2814 or e-mail us at HIRCWeb@oshpd.ca.gov.